

What is FreedomPop Premier?

FreedomPop Premier is our newest service option. Instead of individually signing up and making monthly for 4 of our most popular services, we've make it possible to sign up for a single bundle to save up to 60% each month. Premier includes:

Data Rollover- Rollover up to 500MBs of unused data each month for 20GBs total

Usage Alerts- Get an email notification when you are nearing your data limit

Protection Plus- Extend your device's warranty and receive VIP tech support

FreedomPop Security- Stay safe and protect online threats with FreedomPop's internet and anti virus security for all your Mac, PC and Android devices

Without Premier, these services would cost \$15/mo, but with Premier, they're only \$8.99/mo. For Slickdeal users, we're offering a free month trial.

Are these devices refurbished?

Yes, these are refurbished devices. Unlike our 4G/3G hotspots, this device comes directly from us. There is no third party supplier. We have been tested to be in working order and are verified to be in perfect physical condition. We have also repackaged them, so that you get the full FreedomPop experience.

Are these 4G/3G Devices?

Unfortunately, the Bolt is a 4G only device. Coverage can be found at www.freedompop.com/coverage.

Why has there been such long shipping delays?

Supply chain and logistical problems further delayed shipping on some of our backordered devices. We don't anticipate further issues, especially with the Bolt, which is in stock and ready to be shipped

Are these devices in stock?

Yes, these devices are currently in stock and ready to be shipped. Orders take about 1-2 business days to get ready to be shipped. Once they are shipped, you will receive a shipping confirmation with Fedex tracking information via email.

Is there a non usage, or inactivity fee of \$0.99?

A thing of the past. We previously passes along the cost on to our customer, but we've begun to implement a way to waive this fee altogether for new users and eventually, everyone.

Have a Billing Issue?

We encourage all our users to come to us first to see if we can explain any charge or resolve any billing issue before further escalation.

How do I setup multiple devices under one account?

Unfortunately, at this time, we're not able to have multiple devices under one account for data tracking purposes. Each device must be activated under a unique account, but this works out really great because you can connect the accounts through Freedom Friends to receive even more free data each month.

Why has there been reports of "scratched or dented " devices going out?

Our device supplier alerted us to a situation where several devices with cosmetic blemishes were mixed into our shipments(this was on the previous deal).

For this offer however, has been verified by us and are in great condition. These refurbished devices came directly from us and have gone through stringent quality control

Do you provide return shipping?

We do ask you pay for return shipping. This may appear frugal on our part, but we'd rather push the boundaries on how much free data we give away each day.

Customer service response times:

We've ramped up our customer service team significantly in or to answer your email request within 48 hours, and we've created a special phone number for slickdeals users only at [\(888\) 714-7328](tel:8887147328) (M-F 9am-5pm PDT). Please use this number so we can set them as priority during promotions for you.

Check out the FreedomPop reviews for the Bolt on our Blog:

<http://blog.freedompop.com/freedompop-reviews-budget-friendly-bolt/>

Pc Mag has also done a FreedomPop Review on the Bolt:

http://www.pcmag.com/slideshow_viewer/0,3253,l=303346&a=303346&po=1,00.asp

Previous FAQ:

Is data rounded to the nearest megabyte?

Data usage is never estimated when calculating for pay as you go or plan data charges. FreedomPop calculates to the byte, breaks down data usage into 15 minute increments and only charges for actual data used. Data is however rounded on our website's user account pages for easier data monitoring and tracking purposes for our subscribers.

What happens when I exceed my data limit?

Depending on if you are on our Free 500MB plan, or any paid plan your account will have additional funds added to your account for your convenience when you're within 100MBs of your plans total monthly capacity data limit. Once funds are added to your credit account, you will be charged on a Pay As You Go basis. You can opt out of automatic top up service at any time, though you may experience interruption of your Internet service if limited funds remain in your credit account.

Can I bring my own device (BYOD) and use your services?

In order to take advantage of our services, you do have to purchase a FreedomPop device. All devices come with a 30 day return policy and a 90 day warranty.

What happens after my free promotional trial plan is over?

At the beginning of your new billing cycle, the payment method on file will be charged for a new month on this data plan.

Is there a restocking fee?

Handling and restocking fees may apply and depend on the condition of the returned device. We are charged a small fee by our logistics partner to test the device and ensure it is still in working order. This fee is deducted at cost per our T&Cs and is nominal.